PSBD QUESTION FOR SUPERVISOR EXAM Page no-01

1. If you arrest someone red handed you must restrain them –True / False
2. Radio code; C= Charlie, --- True / False
3. Report consist of ----- Body, introduction, summary ------- True / False.
4. For Supervisor 3 Reports ------ Operational, administrative, management –--- True / False.
5. A Supervisor can be a good coach if he has following qualities? Confident, honesty, Accountability, good oriented. ---------True / False.
6. In supervisor prospective all guards are same? --------- True / False
7. Supervisor is responsible for the following Guard, Company Management, and Client. ------ True / False
8. A supervisor should know the risk factor of a site ------- True / False.
9. A supervisor should inspect the site three times ------ True / False.
10. Team work can be achieved by 4 c's ------ True / False.
11. Emergence occurrence happens unexpectedly requires immediate action. ------ True / False.
12. Robbery is a natural hazard --- True / False.
13. A negative situation can be change to positive situation with positive attitude.- ------ True / False.
14. Aspect of deportment? Uniform, behaviour, posture, demeanour, Conduct---- ---- True / False.
15. Discrimination is treating some people deferent from others on the basis of race, Religion, gender or ethnic back ground. ---- True / False.
16. Supervisor represent to, Guard to company, company to guard, client to guard and guard to client---- True / False.
17. Supervisor has broader of understanding of administration and operations then guards ---- True / False
18. Supervisor is key link between guards, company, management and client --- True / False.
19. Difference between guard and supervisor--------
    (a) Supervisor directly works with client representative.
    (b) Guard may work alone
    (c) All of the above.
20. Leadership is an activity -------- True / False.
21. Moral can be good are bad ------ True / False.
22. Dealing with workplace conflicts is supervisor job ------ True / False.
23. One of the clients need and expectation to solve the problem ------- True / False.
24. Circumstances calling for an internal investigation can be identified by client or PSBD -- True / False
25. Aspect of deportment --- Uniform, Behaviour, Posture, Demeanour, conduct. ---- True / False
26. One of the causes of misconduct includes poverty ---------- True / False.

27. Leadership qualities, integrity, farness, opens. ----- True / False.
28. Good teamwork means working in cooperation towards a common goal.
    ------- True/false
29. Interviews can formal or informal. ------ True/false
30. Things not to do with difficult people. Argue, rude languages -----True/false
31. Types of customers the primary client, people who deal with your
    Client, public. ----- True/false.
32. Supervisors are typically required to have a broader understanding of
    Administration and operation same like guards ------- True/false.
33. Supervisors are not fire fighter but they can solve the problem of small fire.
    ----- True/false.
34. A sup: is typically tasked with the responsibilities for the security staff at work
    Site or group of sites ----- True/false
35. Any one can be a leader ----- True/false.
37. Impartial is part of? (a) Reliable (b) Honest (c) Truth worthy
    (d) All of the Above (e) None of the above.
38. What are the types of reports? (a) 1 (b) 2 (c) 3.
39. Being a sup is the same as being a line employee ---- True/false.
40. You will be required take training and examination by the PSBD.
    ------ True/false.
41. You must be able to speak (a) English (b) Arabic (c) English or Arabic.
42. Privet security is not guard service but also a range of other activities.
    -------- True/false.
43. Note book has a list of common offences and fines for security company.
    --------- True/false.
44. Private security company are responsible with -------
    (a) Client
    (b) PSBD
    (c) Guards
    (D) All of the above.
45. Supervisor can use red pen for checking the note book of guards ----
    ----- True/false.
46. You should inform about an incident to
    (a) Police,
    (b) Client
    C) Your company
    (d) All of the above.
    (e) B & c only.

47. What is the cause of misconduct? ----- (5 Misconduct)
    a. Peer pressure,
    b. Opportunities,
    c. Poverty,
    d. Frustration,
    e. Rationalization,
    f. All of the above
48. Good team work means working in cooperation to words in UN common goal.— ----- True/false.
49. Security guard can write management report. ----- True/false.
50. How many forms of discipline ---
    1. Verbal,
    2. Written,
    3. Monetary,
    4. Loss of status,
    5. All of the above.
51. Supervisor are typically required to have a boarder understanding of Administration and operation then guards. --------- True/false.
52. When writing a report always remember to in cloud 5 H & 1 W. ---- True/false.
53. Report is three parts --- True/false. (2 parts-Cover page & narrative)
54. Narrative reports have a three parts- Introduction, Body Summary. --- True/false.
55. A supervisor act on observation of the guards that affect the client.- ---- True/false.
56. What is morale? ---- Morale is the mantel condition of an individual or group with Regard to the tusk at hand ------ True/false.
57. Security supervisor mostly communicate with ---- Guard, client, manager, public, All of the above.
58. Leadership is the ability to inflows and motivate people to do something --- --- True/false.
59. When dealing with the police private security should know ---
    (a) Officer name & rank
    (b) Cont No,
    (c) Police station case no,
    (d) All of the above,
    (e) Only a & b.
60. Enforcing the security law with fine and prosecution through a process of daily Monitoring and review. ----- True/false.
61. Guards are often called to deal with the fire both, large and small. ---- True/false.

62. How many types of interview –
    (a) Client
    (b) Witness
    (c) Guards
    (d) None of the above
    (e) All of the above.
63. A supervisor is a key link in the chain between guard and management and company and client. --- True/false.
64. It is batter use black ink for print documents. ----- True/false.
65. Causes of misconduct are ---
    (a) Per preacher
    (b) Opportunities
    (c) Rationalization
    (d) Frustration
    (e) Poverty.
    (f) All of the above.
66. You must one paid your salary through the wages protection system. --- ----- True/false.
67. A procedure is a written set off instruction that described how to perform a particular act or sequence of act. ----- True/false.
68. What is mental condition? – It is a feeling rather then something tangible. ----- True/false.
69. The note book is only for supervisor protection. -------- True/false.
70. Security guard report can be a weapon ----- True/false.
71. One of the fundamental roles of security is to assist in an emergency -- True/false.
72. As a supervisor one of your primary roles is client's satisfaction --- True/false.
73. Morale can be good or bad --- True/false.
74. Managers are implementers and supervisors are planners ---- True/false.
75. Motivation + satisfaction = Hard working employees ----- True/false.
76. How many types of risk
    (a) Personal
    (b) Property
    (c) Liability
    (d) All of the above.
77. A security supervisor is typically tasked with the responsibility for security staff at a work site or group of sites. ----- True/false
78. A supervisor ensures that guards are properly prepare for and can carry out and assignment. ------- True/false.

79. Being a sup is not the same as a line employee, --------- True/false.
80. Security guards are not permitted to work unless they are in possession of a valid license. -------- True/false.
81. Leadership is not a job, it is an activity. -------- True/false.
82. Both management and leadership are skilled task in an organization, but while Manager providing direction leader carry an organization forward. ------- True/false.
83. To be accountable mean to be responsible or answerable for something. ------True /false.
84. Supervisor has specific accountabilities of three groups – Employee, Company, and client ----- True/false.
85. Accountabilities – Being accountable means that you have ownership of your responsibilities. ------- True/false.
86. Security supervisor cannot solve the all problem ----- True/false
87. Good teamwork means working in co-operation towards a common goal. --- True
88. Security work is teamwork, there is always a team either right there or in the Back ground. ----- True
89. Effective communication is skill of being able to give someone the right message in the right way to ensure that it is understood as intended. --------True
90. How to deal with prejudice personality: ignore it, address it and tell to someone, Change your own behaviour. --------True
91. Morale:-mental condition-it is a feeling rather than something tangible. ----- True
92. Motivation scarification hard working employees. ------True
93. Motivation-to motivate is to create a situation that causes someone to act in Certain way. --------True
94. Satisfaction – to satisfy is to do something that creates a sense of qualification. ----- True
95. Coaching can include: -
    1. Sharing expertise,
    2. Advise how to deal with situation,
    3. Advising on correct behaviour,
    4. Supporting individual skills development and growth,
    5. Defining work goal,
    6. Providing employee development through coaching has a number of benefits.
    7. All of above
96. As a supervisor one of your primary roles is client satisfaction. -----True
97. Orientation: is the term typically used for training delivered at worksite, usually In relation to that worksite. ----- True/false.

98. Continual improvement is a strategy for service success, it means always looking

For a way to improve your service process. ------True.

99. An emergency situation could be: man made or natural. ----- True.
100. Complain can be made: verbally, in writing, anonymously. -----True.
101. being a good coach require that you are practice five specific behaviour in your
    a. Work place. -------
    b. Respect and Cooperation,
    c. Trust,
    d. Learning,
    e. Support,
    f. Empathy,
    g. All of the above
102. Continual improvement is a strategy for service success it means always looking for a way to improve your service processes. ----- True.
103. Risk management is the common term for the management risk to an Organization assists from potential threats. ---- True.
104. Risk management can be applied through 6 sanders principals Political, Business operation, Location, Type of work, Environment, Employees ---- True
105. Aspect of deportment: --- uniform, behaviour, posture, Demeanour, conduct ----- True
106. Site inspection purpose: inspection of work quality, confirmation of work Performance to client, confirmation of contract compliance, inspection of equipments. ------- True
107. Security supervisor can investigate guards and police. -------False
108. Complain can be made: verbally, in writing, anonymously (by unknown person). -------True
109. Types of reports are: Administrative, Operational, Management. ----True
110. A Supervisor ensure that the guard is properly prepared for an carryout an Assignment ------ True.
111. Managers are planer and supervisor is implementer. ----- True.
112. A good supervisor only gives orders --- False.
113. In supervisor prospective all guard are same ---- --- False.
114. It is ok if a sup makes a mistake proving that he learns from that mistake but he don't keep it secret to his manager --- True.
115. Not any one can be a leader ---- --- False.
116. A supervisor should know about labour contracted information of an employee and he should tell the employee when ever they ask about the contract. --- True.

117. This is supervisor responsibility –
    a. Note book of security guard is replace when it full.

b. Ensure that the note book of guard is return to company
c. When receive a new note book the note book number and name will be given to company.
d. All of the above.
e. None of the above.

118. Supervisor is responsible for ---
1. Determine and examine guards
2. Inspecting guards and supervising guard.
3. Reporting guards
4. All of the above

119. Interview can formal and informal ---- **True.**
120. A good supervisor should know dealing with the difficult people with positive attitude ---- **True.**
121. If you don't check the guard note book you will be in trouble. --- **True.**
122. Principal of being a good coach that you are practicing five specific behaviour. -- **True.**
123. Assets are 3 things --- **True.**
124. Managers are planer and supervisor is implementer -- **True.**
125. Supervisor responsibility to check the guards note book. --- **True.**
124. Reports are 3 parts --- **True.**
127. Supervisor should not write management report ---- **False.**
128. A good coach should have five qualities ---- **False.**
129. Communication is not important for a supervisor -- **False.**
130. When supervisor inspect the site he should write his note book ------- **True.**
131. How many step of problem solving? --- 3, 5, **7**, 8, None of the above.
132. High morale employee will stay long in the company --- --- **True.**
133. Team work can be achieved by 4 c's --- --- **True.**
134. A supervisor can turn negative situation in to positive situation by his attitude ------ **True.**
135. Performance assessment can be formal or informal --- --- **True.**
136. Supervisor is responsible for the action of his guards --- --- **True.**

137 - A supervisor represents whom?
The company to the guard and the guard to the company, and the client to the guard and guard to the client.

138 - There are no differences and similarities between guards and supervisor. (True / **False**)

139 - What is leadership?
Leadership is the ability to influence and motivate people to do something. Influence and motivate means to persuade and encourage someone to act in a certain way.

140 - Supervisor is not responsible for any wrong doings by the guards. (True / **False)**

141 - **What is ethics?**

Knowing the difference between good and bad, right and wrong and recognizing moral duties and obligation.

142 - What are the causes of misconduct?

Peer pressure------- Opportunities-------- Rationalization-------- Frustration.

143 - Good team work means working in cooperation towards an uncommon goal. (True / **False)**

144 - Team work can be achieved by remembering four "C". What are those?

Collaboration----- Cooperation---- Creativity----- Clarity.

145 - What is the effective communication?

Ans: - Effective communication is skill of being able to give someone the right message in the right way to ensure that it is understand as intended.

146 - What is Prejudice?

Ans:- Prejudice comes from "prejudge" and is bias against someone or something because of a personal belief.

147 - What is Discrimination?

Ans:- Discrimination is treating some people different from others on the basis of race, religion, gender or ethnic background.

148 - What is stereo typing?

Ans:- Stereo typing is an individual behaviour that makes assumptions about people or cultures as a group.

149 - Dealing with difficult people is an inevitable part of security work most contacts you make in this

Profession will be positive or neutral, some will be negative. (**True** / False)

150 - What are the client expectations?

Ans:- Security, Assistance, Knowledge, Problem solving.

151 - What is the risk management?

- **Risk management is the common term for the management of the risk to an organization's assets from positional threats.**

152 - What is emergency?

- **An emergency situation is a serious occurrence that happens unexpectedly and requires immediate action.**

153 - What are the three major types of emergencies?

- **Danger to life------ Danger to health---- Danger to property.**

154 - What are the types of reports?

- **Administrative----- Operational----- management report**.

155 - What are the two important considerations while writing a report?

- **1- Assume your report could be read by anyone. 2-Do not say anything that you cannot justify.**

156 - When writing a report what always you remember to include?

- **Always remember to include 5 "W" and one "H" of a report**.

157. When supervisor inspected guard's location; he should check guards NSI note books --- (**True** / False.
158. PSBD trained security Supervisor ---- (True / **False**).
160. Motivation + satisfaction = hard working employee ---- **(True** / False)
161. Security Sup face problem if guard moral is low ---- **(True** / False)
162 r security Supervisor; there are three kinds of Reports (a) Administration (b) Operational (c) Management. ----- **True** / False.
163 There are two types of Reports ------ True / **False.**
164. Leadership is quality of influence and motivation ---- **True** / False.
165. Parking security staff must be wear vest ---- **True** / False.
166. Supervisor should patrol his site one time while security staff should 3 times --- True / **False.**
167. Supervisor should know about risk assessment --- **True** / False.
168. If client is assignation to Supervisor and guard; so, you should mention in NSI note book. --- T**rue** / False.
169. Integrity consists of honesty and trust worthy. ----- **True** / False.
170. Site order is necessary for new located security guard to know location rules -- **True** / False.
171. Orientation training always given by client ---- True / **False.**
172. If guard perform well as their standard, So Supervisor should report to management. --- **True** / False
173. Supervisor should know the rules and law of ministry of labour office -- **True** / False.
174. Supervisor & guard should know that they have work 6 days in a week -- **True** / False
175. Over time should not be paid as 1.5/hours -- **True** / False.
176. Risk assessment has 6 basic standards --- **True** / False
177. Only clients always doing orientation --- True **/ False.**
178. Supervisor is responsible for one or more sites --- **True** / False
179. Types of reports (a) **3** (b) 5 (c) 6 (d) 9 (e) None of the above

Ans: (a) **3**

PSBD QUESTION FOR NSI EXAM

180 Supervisor can interview how many people
Ans: **3 Types**.

181. If you assigned a guard for traffic control he needs (**a**) torch (b) Flash light **(c)** vest (d) None of the above.
182. **Ans: a & c**
183. Continual improvement are 3 --- **True** / False
184. Leadership is not activity --- True / **False.**
185. If client make allegation Supervisor & guard should write in their not books -- **True** / False
186. Supervisor is not responsible for guard's wrong doing ---- True / **False**
187. Team work means every one want to win **---- True** / False
188. After a Bank robbery allows witness to talk with each other --- True **/ False.**
189. Complain can be made ----**3,** 4, and 5
190. Forms of discipline **---- 4**, 8, 5
191. Supervisor can investigate guard & police --- True / **False.**
192. Supervisor during the checking location can check guards note books -- **True** / False.
193. Supervisor must check the site at list 3 times in a day, morning + middle + end of day -- **True** / False
194. Sup must follow the company police during daily duty and shift changing time ---. **True** / False
195. What is interview? --- Ans: - Interview is a conversation with a purpose.
196. How many type of interview? – 2 Type (Formal and informal)
197. What is moral? -- **Moral is interest, inspiration.**
198. Moral can be good or bed ---- **True** / False
199. Motivation + satisfaction = Hard working employees --- **True** / False.
200. Work can provide: ---

(a) Money for food and clothing
(b) A sense of belonging.
(c) Connection to the outside world
(d) Achievement
(e) Challenges.
(f) All of the above.